

EHR - Compliance

The surveyor's responsibility is to assess compliance with the provider or supplier-specific requirements for maintaining the content and confidentiality of the medical record.

Surveyors focus on how the EHR system is being used in the facility. Here are some examples of how surveyors determine compliance with EHR systems.

- Are computer screens showing clinical record information left unattended and readily observable or accessible by other patients/residents or visitors?
- Are there documents publicly posting passwords, which would be evidence of noncompliance with both confidentiality and medical record authentication requirements?
- Is there evidence to support a complaint allegation that the facility staff shared information obtained from an EHR with unauthorized individuals?
- Is the data on the EHR system backed up and secure?

Surveyors encounter an increasing number of facilities that use a variety of EHR systems. In an effort to reduce barriers in determining EHR compliance, facilities should ensure that access does not impede the survey process or the provision of care and services to residents.